

**"Is Your Training Program Cost Effective?"**

**INTRODUCING REVENUE CYCLE EDUCATION**

Providing front-line revenue cycle staff training on ...

- revenue cycle concepts, regulations and best practice
- computer systems and resources
- organizational processes and procedures

... is a financial burden your hospital must bear.

“Starting a new employee out with BridgeFront was one of the best things I have ever done with a new hire. I love it because it’s easy to use, comprehensive, systematic and easily understood.”

- Allegan General Hospital -

**BridgeFront** is the leader in revenue cycle education with its unparalleled library of over 85 courses. We can train your staff for a fraction of in-house education costs.

Provide your organization’s front-line patient access team members with BridgeFront’s Revenue Cycle Education and see for yourself the difference it can make.



- ✓ Accredited
- ✓ Updated quarterly
- ✓ Printable Job Aids
- ✓ Quizzes & Testing
- ✓ Certificates of Completion
- ✓ Management Reports
- ✓ Available Via Internet
- ✓ Unlimited Access 24 / 7

**About Us** BridgeFront is a leader in providing unique, economical healthcare education. Over 10,000 clients use BridgeFront to augment their internal training resources. Libraries consist of 350 courses in OSHA, JCAHO, HIPAA, Nursing, Nurse Mgmt & Revenue Cycle.

**BUILDING COMPETENT STAFF**

Upon successful completion of the Introduction revenue cycle educational courses, staff will be able to:

- Define the revenue cycle
- Identify third party payers
- Identify reimbursement methodologies
- Demonstrate interview techniques
- Apply guarantor assignment methodology
- Define ICD-9 and HCPCS coding systems
- Define referral, pre-certify, authorize
- Describe medical necessity issues
- Apply verification process and techniques
- Explain & apply Medicare Secondary Payer determination methodology
- Apply COB assignment methodology

Upon successful completion of the Advanced revenue cycle educational courses, staff will be able to:

- Demonstrate patient balance collection skills
- Define bill creation & adjudication process
- Determine payer information for bill submit
- Identify UB-04 form locators & required data
- Describe reasons for non-paid claims, rejections, denials, and partial payments
- Describe payment document terms
- Demonstrate payer follow-up techniques
- Explain compliance issues
- Describe denial management issues

“Since adopting our new training model & incorporating BridgeFront’s online education, the training time required by supervisors & trainers has been reduced by approximately 50% - resulting in time & cost savings!”

- Shore Health -

**Introduction:**

Introduction to the Revenue Cycle  
Introduction to Revenue Cycle Terminology  
Payer Identification  
Registration's Link to the UB-04  
Bill Submission Tools  
Coding Basics  
Understanding Reimbursement  
Compliance... The Buzz  
Denial Management 101

**Patient Access:**

Who Are Our Customers?  
How Patients Access Care  
Intake... What is it All About?

**Medical Terminology Basics:**

Word Building  
Body Systems  
Procedures, Symptoms, and Acronyms

**Demographics:**

The Match Game  
The Key Players  
Getting to Know You  
All About the Key Players  
Demographics – Oops!

**The Encounter:**

Just What the Doctor Ordered  
Encounter Information of Another Kind  
The Encounter – Oops!

**Health Insurance:**

Let's Play Cards  
Medicare – World of Medicare  
Medicare – Front Office and Medicare  
Introduction to Medicare Advantage Plans  
Introduction to Medicaid  
TRICARE & CHAMPVA  
Health Insurance – Other Plans  
Health Insurance – Oops!

**Verification:**

Verification Defined  
The Verification Flow  
Medicare's Advance Beneficiary Notice of Noncoverage  
Verification – Oops!

**Coordination of Benefits:**

What is Coordination of Benefits?  
Determining Coordination of Benefits  
Medicare Secondary Payer Introduction  
MSP Determination Process  
MSP Documentation  
Workers' Compensation Assignment  
Auto Insurance Assignment  
Residential Accident Assignment

**Coordination of Benefits continued:**

Public Location Accident Assignment  
Entity Request Determination Process  
Multiple Plan COB Determination Process  
Coordination of Benefits – Oops!

**What Do I Owe?:**

The Balancing Act  
Collection Touch  
Payment Solutions  
Communicating for Collection  
Collection Correspondence Cycle  
What Do I Owe? – Oops!

**Anatomy of a UB:**

The New World: UB-04 Preparation  
Direct from the Horse's Mouth  
All About Me  
Once Upon a Time  
Show Me the Money  
One of a Kind  
All in the Family

**Validating a Bill:**

Building a Bill  
Validating a Basic Inpatient Bill  
Validating an Acute Inpatient Bill  
Validating a Combined Admit Inpatient Bill  
Validating a Mental Health Inpatient Bill  
Validating a Rehabilitation Inpatient Bill  
Validating Mom and Baby Inpatient Bills  
Validating a Basic Outpatient Bill  
Validating an Emergency Outpatient Bill  
Validating an Observation Outpatient Bill  
Validating a Surgery/Procedure Outpatient Bill  
Validating Other Outpatient Bills  
Validating a Therapy Outpatient Bill

**Third Party Follow-Up Techniques:**

Life of a Bill  
Follow-Up in a Nutshell – Part I  
Follow-Up in a Nutshell – Part II  
The Nuts & Bolts of Payments  
Medicare Follow-Up  
Medicare Denials  
Medicare Remittance Advice  
Blue Cross – General Follow-Up  
Commercial and Other Payer Follow-Up

**1500 Claim & Billing:**

Anatomy of a 1500 Claim

**References**

Course outlines, job aids, suggested discussion topics, and optional application exercises available for "quick review and print."